

FRIENDS OF AMERICA'S FUTURE, INC.

Arthur A. Fletcher, Ph.D.
Founder & CEO

Telephone: 202-554-0573
Facsimile: 202-488-9123

July 29, 2003

Mr. Robert G. Wilmore
Chairman & Chief Executive Officer
M&T Bank
One M&T Plaza
Buffalo, NY 14203

Re: M&T Branch Location - 500 C Street, SW, Washington, DC

Dear Mr. Wilmore:

I am writing this letter to share with you that Mr. Ron Conrad, and the staff at the above referenced location continues to provide the highest quality of professional customer service to its clients.

While I maintain an account at this location, currently, I am in the process of establishing an additional account at this branch for Friends of America's Future, Inc., a 501(c) 3 non-profit organization that will handle millions of dollars in charitable funds to underwrite economic development and humanitarian enterprises.

In addition, I serve as the Government Relations Representative for a small group of wealthy individuals that are eager to benefit from provisions contained in the 2000 Federal Tax Act. The title of that act that I specialize on is called The New Markets Tax Act. A priority through 2008 for these clients is developing housing for families who reside in census tracts that qualify as low-moderate income neighborhoods. As you know for the foreseeable future reviving the economy of the nation's urban and rural neighborhoods will play a major role in stimulating America's economy.

My clients will act as financial service intermediaries. I will guide them in investing in and financing small businesses and non-profit enterprises located in census tracts that contain neighborhoods with household incomes that are 80 percent or lower than the local market averages. These will be multi-million dollar transactions. In other words there is money to be loaned and profits to be realized from this emerging federally financed housing policy. A decision to conduct a number of these business transactions through M&T depends heavily on the future stability of the current M&T branch.

A word about my background !

To date, I have enjoyed an outstanding professional career in Washington, DC. I have had five presidential appointments, including: 1) Assistant Secretary of Labor at the United States Department of Labor, where I became the Father of the nation's Affirmative Action Enforcement Policy; 2) United States Delegate to the 26th Session of the United Nations General Assembly; 3) Deputy Urban Affairs Advisor to President Ford; 4) Vice-Chairman of the Pennsylvania Avenue Development Corporation; and 5) President George H.W. Bush appointed me to fill a 5-year term as Chairman of the United States Commission on Civil Rights.

Thus, when I recommend someone or something , it is not off the top of my head with no foundation to support my reasoning. The enclosed news item should add substance to the content of this letter.

516 G Street, SW • Washington, DC 20024 •

Mr. Wilmore
July 29, 2003
Page Two

Mr. Conrad and this team is an asset to M&T, and to the entire community; including government agency employees, business owners, customers who frequent this establishment and neighborhood residences such as others and myself who bank there.

My wife and I have been homeowners in the southwest community here in Washington, DC for almost thirty years. I have maintained accounts at the location of your current branch every since it has been there.

Our home is located six city blocks from this M&T Southwest Branch. The distance is pertinent because Bank of America has a branch that is much closer to our residence, and it has a sizeable parking lot that convent and free. As you know, today to find adequate parking is a rare treat in any major U.S. city. That fact is pertinent because there is no parking that's near by plus convent and within easy access to your branch outlet at its current location.

Nevertheless we, both my wife and I, endure that inconvenience for no other reason than to bank at that location.

Though most neighborhood branch banks offer similar, if not identical services, the first rate quality service provided by Mr. Conrad and the team at M&T is what differentiate them from their competitors. I have had conversation with numerous other depositors that do business at this location and they too have experienced the same level of respect, consideration and assistance from this team of professionals.

I know that the Comptroller of Currency Bank Examiners conduct an examination to determined a Banks compliance with the CRA, and their ratings rank on a scale of 1-5 with the highest being Excellent and lowest Not Acceptable. If I were asked by an examiner to rate the quality of customer service rendered at the M&T branch here, I would add another category and label it **Customer Service Excellence Plus.**

If you, or a designee from you office has any questions regarding this letter, please contact me directly by telephone at 202-554-0573, or e-mail to ARTFLETCH@AOL.COM.

Respectfully,

Arthur A. Fletcher

Enclosure

AAF/jrt